



Business Customer Satisfaction Pilot Team

Meeting Notes
December 7, 2005

In Attendance: Carlos, Donna, Mike, Kathie H, Kathy, Sharry, Gilbert, Gary, Sean, Brian, Sheila, Diane, Tammy

Agenda:

1. Notes Review
2. Work Group Reports
 - Process
 - Products
 - Measurement
 - Training
3. Agenda for next meeting

1. **New Team Member:** welcome Kathie Harrison
2. **Message from Sheila and Gay.** How is the message from Gay and Sheila being received? People seem to be awaiting the work.
3. **Notes:** notes were accepted and are available on the staff web site.

4. Work Group Reports

1. **Process Team:** Brian, Sharry, Rafeeka, Donna and Rhonda. Kathie will join this team. Looking through the matrix for responsible items. Will be prioritizing the work. Some work is already done, but people might not know about it, so in those cases, training and/or awareness will occur.

The work:

1c. Employer contact field. The work is done, it is a field in SKIES. The process: when someone puts in a job order they complete the employer contact field. This information will be used for the follow up survey.

4d. Facilities use. 4d. Work done.

6b. Ensuring all centers can log in and track their performance.

10b. Improving the screening services and communicating the expectation of staff to refuse a referral rather fits with a Leadership group. This work is now moved to Leadership.

What is the definition of Leadership to communicate this message?

The state office is working on standardizing our WorkSource processes statewide. We may be getting directions and policies on this. Where our

focus should be: alignment of our systems, services and practices for consistency. Leadership is all of us that have responsibility to share these goals. There are levels of leadership, for training and guidance, but in terms of communication, it's all of us.

The next work is waiting for other groups to do their work.

The next meeting is 12/12. Not set schedule through the holidays.

2. **Products team:** Sean, Rafeeka, Kathy, Diane, Ken, Dick. Has not met. The ES processes are established, but has not met as a work group. They will schedule a meeting today. Gilbert will join this team, and will contribute with our Latino business community. The issue: materials in Spanish for businesses.
3. **Measurement:** Mike, Rhonda, Donna. Mike Koeppe will be pulling some base line data. Mike regularly pulls business data from SKIES: LMI, tax credit and using our facilities – these are things businesses value. There are several service categories that count for the same/similar thing, so he is looking at all the categories. Mike is going to run these numbers regularly. No meeting set.

Might want to be attentive to 8b “conduct targeted marketing campaigns to businesses representing a high need and a high return value” – there is a measurement there, so need a base line. Will need to develop an agreed upon definition. Might want to refer to the “high wage/high demand” information. Challenge: the demand/decline list changes quarterly. Issue around demand/decline – not always high paying jobs, and/or have high turn over. What is the “high return value” definition? You need to include 8a with 8b – this will be an agenda item for January.

Sheila wants us all to be conscious of Commissioner Lee’s continual message and vision about having the WorkSource system help in economic development by serving small businesses to grow jobs in our state. The largest job growth potential is in small businesses and our system can serve as their Human Resource department.

9b. Use of facilities: Mike is getting base line from Mike K.

4. **Training Team.** Rhonda, Gary, Donna, Brian. There’s been one email meeting so far. Rhonda has surveyed WDC staff about what training people would like to see. This team can’t really work until it received work from the Product and Process Groups. This group has given a “heads up” to the larger regional training team.

A lot of training will be about accurate, consistent entries into SKIES. There has been a conversation with Kris Moritz around SKIES Refresher Training. It is a full day of training. Kris coming up 12/22 to talk about the training – what is needed in this area, and how to put the training together.

Next meeting: Wednesday, January 11th at Skagit 9 – 12. Brian will book a room at the new Skagit Center.

Next agenda:

1. Definition for “need” and “high return value” – 8b
2. Team reports